

The Operational Services Division (OSD) Business Resource and Training Guide

Connecting Business to Growth Opportunities



Introduction to the Operational Services Division

The Operational Services Division (OSD) administers the procurement process for the Commonwealth of Massachusetts by establishing Statewide Contracts for goods and services that ensure best value, provide customer satisfaction and support the socioeconomic and environmental goals of the Commonwealth and by providing specific operational services.

The Operational Services Division can help you do business with the Commonwealth by providing step-by-step resources on becoming a contractor using Comm-PASS (the Commonwealth's e-procurement system); explaining how the state buys products and services; exploring opportunities for small, minority, women or disadvantaged business enterprises; and, more!

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The Operational Services Division - Programs

Construction Reform Program

The Construction Reform Program is charged with educating and monitoring the 351 Commonwealth municipalities that makeup the Commonwealth regarding Construction Reform Law, Chapter 193 the Acts of 2004. Municipalities must incorporate Minority and Women Business Enterprise goals into both the design and construction phase of all vertical construction projects greater to \$100,000. Learn more at www.mass.gov/sdo.

Suggested Training: DCAM Vertical Construction Contracting Prime and Sub-bidder Certification Workshop

Contact: John Fitzpatrick, Program Director, John.B.Fitzpatrick@state.ma.us or 617-502-8851

Environmentally Preferable Products Procurement Program

The Environmentally Preferable Products Procurement Program uses the Commonwealth's purchasing power to reduce the environmental and public health impact of state government and foster markets for Environmentally Preferable Products.

Suggested Training: Connecting Your Business to the Commonwealth

Contact: Marcia Deegler, Program Director, Marcia.Deegler@state.ma.us

Small Business Purchasing Program

The goals of the Small Business Purchasing Program (SBPP) are to increase state spending with enrolled Massachusetts-based small businesses and to provide simple and easy access to information and resources that will assist the small business community. The SBPP website, www.mass.gov/sbpp, provides informational webinars and instructional job aids that you can use anytime, or, access information about instructor-led small business training sessions to learn about the SBPP eligibility requirements, expanding opportunities for small businesses to compete for state contracts using Comm-PASS.

Suggested Training: Small Business Purchasing Program – Comm-PASS SmartBid & Free Form Quick Quote

Contact: OSD Help Desk at comm-pass@state.ma.us

Twitter: @Mass_SBPP

Supplier Diversity Certification

The Operational Services Division services minority and women-owned businesses enterprises in the Commonwealth of Massachusetts. In addition to servicing minority and women-owned business enterprises, the SDO has the responsibility to certify businesses that meet certain criteria. SDO certification is a marketing tool used to enhance a firm's ability to do business in public markets. Although certification does not guarantee that a business will be successful every time it bids, it may add a competitive edge to a bid. Becoming SDO Certified can help firms seeking contracts with the government. Each month, the SDO provides free training programs businesses interested in becoming certified. To enroll in SDO training events, please visit the SDO website at www.mass.gov/sdo.

Suggested Training: Supplier Diversity Pre-Certification Workshop

Contact: SDO Help Desk at wdo@state.ma.us

Twitter: @Mass_SDO

Supplier Diversity Program

The Supplier Diversity Program (SDP) promotes supplier diversity in public contracting. The program instituted policies to encourage the award of state contracts in a manner that develops and strengthens certified Minority and Women Business Enterprises (M/WBEs). The SDP's mission is to increase business opportunities for M/WBEs. For additional information on the SDP programs and services please visit the SDP website at www.mass.gov/sdp.

Suggested Training: Basic Supplier Diversity Program Overview and Comm-PASS Training

Suggested Training: How to Submit and Effective SDP Plan Training

Contact: SDP Help Desk at SDP@state.ma.us

The Operational Services Division - Services

Comm-PASS eProcurement Management System

The Commonwealth Procurement Access and Solicitation System (Comm-PASS) is the Commonwealth's e-Procurement system. All public awarding authorities may use Comm-PASS to post bidding opportunities. It provides free, around-the-clock access to all bid documents valued over \$10,000 issued by executive departments. The system provides powerful database management tools, online transaction capabilities, and opens access to create further efficiencies for both bidders and the expanding Comm-PASS purchasing community. Comm-PASS promotes open, fair and competitive public procurements. To subscribe for free, visit www.comm-pass.com and click JOIN.

Suggested Training: Connecting Your Business to the Commonwealth

Contact: OSD Help Desk at comm-pass@state.ma.us

Training, Outreach, and Marketing Department

The OSD's **Training, Outreach, and Marketing Department** is comprised of a group of highly skilled professionals who have proven expertise in helping businesses of all sizes across the Commonwealth understand how to conduct business with the state. This is accomplished by partnering with all OSD Program and Service units and results in an offering of a variety of courses that address the specific requirements when considering responding to an open opportunity. A blended approach of technology and instructor-led training based on best practices is used in order to meet the needs of the participant.

The Training, Outreach, and Marketing Department is available to conduct customized, on-site trainings or to participate in your business association meetings or events based on staffing and resources. If you are interested, please contact us via email at osdtraining@state.ma.us with the event details and desired workshops/presentation topic.

All classes described are modular by design and may be customized to meet specific business and performance needs of the business and/or individual contributor.

Description of Training Delivery

Instructor-Led Training – Instructor-Led Courses are direct, hands-on classroom-based instruction. These sessions require instructor expertise and student interaction to accomplish the learning. Participants have the opportunity to address specific issues with the trainer. An online schedule is available at mass.gov/osd.

Webcasts – Webcasts are previously recorded presentations that focus on a specific topic explaining and instructing the business community on program services, policy and procedures, Comm-PASS features and how to respond to opportunities online. Participants have the ability to view the presentation at their convenience and/or decide to attend an instructor led session as well.

Webinars – Webinars reach audiences at remote locations, avoiding the difficulty and cost of travel, while keeping the classroom format. The webinar instructor focuses on a specific topic, clarifying and coaching while offering instructor contact through distance learning. Users access an online training room through the web from the comfort of their desk. Participants have the ability to ask questions through the conference call or through the webinar chat feature.

Job Aids – Job Aids are available for most OSD programs and services. Job aids are the best option for users who wish to have a printed copy of instructions and do not want to take part of the formal training curriculum. Job aids are located under Learning and Education About Procurement (LEAP) on the OSD Events and Training section of the mass.gov/osd.

Training Information

Registration Procedures for Business Entities

Please register for OSD business courses via OSD's Office of Supplier Diversity online Registration Application. Be sure to include your email address on the registration form to receive session notifications. If you are trying to register for a class not listed on this website, please send an email to osdtraining@state.ma.us.

Course Fees

The OSD does not charge for courses unless otherwise listed.

Cancellation Policies

Student Cancellation

If a student needs to cancel his/her registration, OSD must be notified as soon as possible. Please note that seating is limited for most courses, businesses that enroll and do not cancel will be required to go on a wait list for upcoming classes. This will allow availability for other business to take advantage of the training opportunity. Cancel your registration by sending an email to osdtraining@state.ma.us.

OSD Cancellation

In the event that OSD postpones or cancels a class, OSD will notify the students prior to the class.

Extreme Weather Conditions

All classes will be held as scheduled unless the Governor has instructed State employees not to report to work. If classes are scheduled in Boston, they will be cancelled when the Boston Public Schools are cancelled. Please watch for the "No School" announcements on Channel 5 or 7 or listen to the local radio station WTAG (580AM). Custom classes at specific Businesses or other facilities will take place as scheduled unless the facility is closed or you are otherwise notified.

Instructor-Led Training

Training Descriptions

Basic Supplier Diversity Program Overview & Comm-PASS

This three hour training session is opened to Minority, Women, and Disadvantaged Business Enterprises interested in learning how to use their SDO Certification in the procurement process; in finding opportunities for SDP partnerships; and for marketing as an SDP participant to state entities. An overview of Comm-PASS is provided including an interactive session on how to navigate the system, search for open opportunities, and list your business as an interested bidder and other Comm-PASS features.

Target Audience: SDO Certified Businesses (or in-process)

Length of Class: 3 hours

Delivery Method: Instructor led

Registration: www.mass.gov/sdo

Connecting Your Business to the Commonwealth Workshop

The Operational Services Division offers this workshop is designed for businesses who are interested in learning how to do business with the Commonwealth. This workshop includes: Where to find bidding opportunities, bidding process for Statewide Contracts, Comm-PASS Overview, marketing to public entities, Small Business Purchasing Program (SBPP) Overview, how to become SDO Certified, and how the Supplier Diversity Program supports SDO Certified businesses.

Target Audience: Business Community

Length of Class: 3.5 hours

Delivery Method: Instructor led

Registration: www.mass.gov/sdo

Small Business Purchasing Program – Comm-PASS SmartBid & Free Form Quick Quote Overview

This workshop provides an overview of the Small Business Purchasing Program (SBPP) and the SmartBid Subscription Services. The instructor-led training provides participants with an interactive, online learning experience which includes managing the vendor's profile, setting email notification preferences, editing contact information, managing the desktop and using quick links. Additionally, an interactive data entry session for

finding bidding opportunities and entering a response gives participants hands-on experience responding to a bidding opportunity. For SBPP eligibility criteria, please visit www.mass.gov/sbpp.

Target Audience: SBPP eligible and/or enrolled businesses
Length of Class: 3.5 hours
Delivery Method: Instructor led, Interactive hands on learning
Registration: www.mass.gov/sdo

Supplier Diversity Office Pre-Certification Workshop

The Supplier Diversity Office requires all interested businesses to attend this session in order to apply for certification as a Minority, Women, or Disadvantaged Business Enterprise. This session will run for approximately two hours. It will include information about the regulations, qualifications, process, and other information needed to begin the certification process. This session will include information from the Supplier Diversity Program detailing the process to take advantage of upcoming opportunities for certified M/WBE's.

Target Audience: Minority, Women, or Disadvantaged Business Enterprises (non-certified)
Length of Class: 2 hours
Delivery Method: Instructor led – Presentation
Registration: www.mass.gov/sdo

How to Register for an Instructor-led Session

Please register for the Operational Services Division's business courses per the following:

1. Navigate to: <http://www.mass.gov/osd>
2. Click on the OSD Events and Training page in the left hand column: [OSD Events and Training](#)
3. Select the OSD Training & Outreach Courses link: [OSD Training and Courses](#)
4. Review the Course Listing and select the Registration method for that course

Be sure to include your email address on the registration form to receive session notifications.

Contact: OSD Training, Outreach, and Marketing Department at osdtraining@state.ma.us

Distance Learning

Free Form Quick Quote

This webcast provides an overview of the Small Business Purchasing Program (SBPP) and the SmartBid Subscription Services. The training provides participants with an interactive, online learning experience which includes managing the vendor's profile, setting email notification preferences, editing contact information, managing the Desktop and using quick links. Additionally, an Interactive Data Entry Session for finding bidding opportunities and entering a response (using Free-Form Quick Quote Response) gives participants hands-on experience responding to a bidding opportunity using the online bid submission functionality.

Small Business Purchasing Program Overview

This webcast is for businesses interested in learning about the Small Business Purchasing Program: it's mission; benefits to the Commonwealth business community; eligibility criteria; and, enrollment process.

How to Respond to a Statewide Contract Quick Quote

This webcast is for Statewide Contract (SWC) Vendors on Quick Quote enabled contracts. It provides step-by-step instructions on how to respond to a SWC Quick Quote. Commonwealth of MA Executive Agencies or other eligible buyers are required when purchasing from a Statewide Contract to post the purchase request on Comm-PASS using a Quick Quote. Vendors are required to respond to the request online using their Comm-PASS SmartBid account.

How to Submit a Supplier Diversity Plan

Businesses bidding on large and Statewide Contracts ($\geq \$150,000$), are required to submit a completed Supplier Diversity Plan Form as part of their response. Businesses are strongly encouraged to develop creative initiatives to help foster business relationships with certified minority and women-owned businesses (M/WBEs).

SDO Pre-Certification Webcast

The Operational Services Division's (OSD) Supplier Diversity Office (SDO) is excited to offer the SDO Pre-Certification Webcast. Available through YouTube for free, view this 11 minute webinar to understand the criteria for and the process of applying for Minority-Owned Business Enterprise (MBE) and/or Women-Owned Business Enterprise (WBE) Certification.

Once you have completed the webcast, please email the SDO Help Desk to request the certification applications at wsgdo@state.ma.us.

Welcome to SmartBid

This webcast is for businesses interested in learning how to subscribe to Comm-PASS SmartBid and to register for the Small Business Purchasing Program (SBPP). Learn about eligibility and access tools for online bidding in response to purchasing program opportunities.

Viewing Instructions

1. To view the webinars listed above please navigate to the Executive Office of Administration and Finance's YouTube Channel at: www.youtube.com/1eoanf.
2. Click "Videos" on the left hand side of the screen
3. Enter the desired webinar title in the "Search Channel" field on the right hand side of the screen.
4. Click Enter to search for the desired webinar.

Additional Commonwealth Resources

Massachusetts Executive Office of Housing and Economic Development (EOHED)

The Massachusetts Executive Office of Housing and Economic Development (EOHED) aligns the Commonwealth's housing and economic development agencies to better coordinate policies and programs that ensures Massachusetts will maintains its global competitive edge. EOHED keeps our economic position strong by attracting new businesses, retaining existing businesses and increasing our housing stock so that Massachusetts remains an affordable place to live. Learn more at: www.mass.gov/eohed.

Massachusetts Department of Revenue (DOR)

The Massachusetts Department of Revenue (DOR) has many online services for businesses getting started in Massachusetts. Contact DOR to get a Tax ID; register your business; request a Certificate of Good Standing; and free small business workshops on: meeting employer responsibilities, reporting business income, filing sales and tax returns, filing payment procedures, and much more. To access DOR's many resources, please visit www.mass.gov/dor.

Massachusetts Division of Capital Asset Management (DCAM)

The Division of Capital Asset Management (DCAM) is the state agency responsible for major public building construction and real estate services for the Commonwealth of Massachusetts. DCAM has many resources

related to public building construction such as current and upcoming construction opportunities, contractor certification, relevant contracts and forms, the designer selection process and more. Visit DCAM online at: www.mass.gov/dcam.

Massachusetts Office of Access and Opportunity (OAO)

The Massachusetts Office of Access and Opportunity organizes state agencies to identify, to understand, and to act upon the structural impediments, which inhibit the equitable inclusion of various individuals within the fabric of the state's social and economic mainstream. OAO brings a higher degree of transparency of effort and accountability forward. Learn more at: www.mass.gov/anf click Access & Opportunities.

Massachusetts Office of Business Development (MOBD)

The mission of the Massachusetts Office of Business Development (MOBD) is to strengthen the Massachusetts economy by providing a highly responsive, pro-business climate that stimulates job growth and builds on the core economic strengths of every region. MOBD facilitates access to resources and incentive programs that help businesses thrive in Massachusetts. By providing guidance and expertise, MOBD creates a dynamic environment for business expansion and growth across the Commonwealth. Learn more about the resources available at MOBD at: www.mass.gov/mobd.

Massachusetts Office of Small Business and Entrepreneurship (OSBE)

The Massachusetts Office of Small Business & Entrepreneurship works with the Commonwealth's many service providers of technical assistance and financing, as well as directly with small businesses to provide an atmosphere of success. OSBE understands small business needs, provides appropriate programs, and advocates policy to enable growth and job creation. Learn more at: www.mass.gov/mobd - click Office of Small Business and Entrepreneurship.

Contact Information

The Operational Services Division

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Stay connected today and all year long.



www.mass.gov/osd